

WATFORD BOROUGH COUNCIL:

Enterprise Programme Management Office Privacy notice

This privacy notice describes how we collect and use personal information about you for the purposes of programme and project management by Watford Borough Council. This may also include communications, marketing and engagement information collected for the purposes of informing programmes or projects

Data Privacy Notice Under GDPR

Who is the Data Controller for the information I provide?

This Privacy Notice has been provided by Watford Borough Council's Enterprise Programme Management Office.

Watford Borough Council is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice. It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

What is the lawful basis for processing the information?

According to the General Data Protection Regulations (GDPR) and the Data Protection Act 2018, we must have a reason to collect and use your information.

This will be to:-

- deliver services and support you
- enable us to manage the services we provide
- train and manage our workers who deliver those services
- investigate any worries or complaints you may have about our goods or services
- check the quality of our goods and services
- Help with research and planning of new services.

There are a number of legal reasons why we need to collect and use your personal information.

For this service:

- Contract: you have entered into a contract with us
- Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law

How do we collect information from you?

We collect information from you when you visit www.watford.gov.uk also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication (such as

completing an online survey), or talk to us face to face.

What type of information is collected from you?

We collect information about you To assist with the programme management and project management of schemes being undertaken by the council.

The information we collect may consist of the following personal data:

- Name, address, email, and telephone number
- Banking Details if you are a self employed consultant

How is your information used?

We will collect enough personal information in order to fulfil our public functions or if we have entered into a contract with you and you are performing services on our behalf:

- To pay for your services

To undertake any necessary consultation or public engagement in relation to projects that might have a direct bearing on you. We are not permitted to collect information we do not need or will not use. This document covers information you have provided direct to the council and information which has been shared with us by other organisations.

If we don't need your personal information we will either keep your details anonymous, if we already have it for another service or we won't ask you for it. If we use your personal information for research or analysis, we will always keep your details anonymous or use a fake name.

Who we may share your information with?

We may share your information with the following parties for the reasons detailed;

- Other council departments where the programme or project involves more than one department
- Other councils or partners where the programme or project involves those parties.
- External Consultants advising on programmes and projects
- Councillors and the Elected Mayor where reporting on programmes and projects
- SurveyMonkey – we use SurveyMonkey to undertake online consultations. You may be asked for your contact information as part of an online consultation. You can view SurveyMonkey privacy policy on their [website](#).

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes. Where the council engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality, and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Watford Borough Council may also share personal information with the police and other local authorities under Article 23 of the General Data Protection Regulations in order to prevent or detect crime.

What are the principles on which you protect my data?

We will comply with data protection legislation. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

Data Transfer

The Council will not transfer your information to countries outside the European Economic Area (EEA) unless this is necessary, and only to countries which have sufficient safeguards in place to protect information.

How long do we store it and is it secure?

We will only keep your information for the minimum period necessary, as set out in the council's retention policy which is available at www.watford.gov.uk.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees and third parties who have a business need to process it. Third parties will only process your personal information on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

What rights do you have?

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

Your rights in connection with personal information under certain circumstances is by law that you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also

have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

- **Request the restriction** of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal information, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing.

DATA PROTECTION OFFICER

The Council's Data Protection Officer (DPO) is responsible for overseeing compliance with this privacy notice. If you wish to contact Watford Borough Council's Data controller regarding your personal data and any other concerns you may have regarding its processing you can do so by contacting our Data Protection Officer (see below for contact details)

Contact details of the Data Protection Officer:

Data Protection Officer (DPO)
Legal Services, Resources
Hertfordshire County Council
County Hall, Pegs Lane, Hertford, SG13 8DE

Postal Point: CHO150

Email: watfordDP@hertfordshire.gov.uk

Tel: 01992 588099

If you are unhappy with how the data controller has processed your data, or if you feel they have acted in a way that has breached your data protection rights you have the right to complain to the information commissioner's office

The Information Commissioner's Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire,
SK9 5AF,
Tel: 01625 545745

Or you can visit their website at www.ico.org.uk

Changes to our privacy policy

Any changes we may make to our Privacy Notice in the future will be posted on this page. This notice was updated in August 2021